

**PAY DIFFERENTIAL 254
EMPLOYMENT DEVELOPMENT DEPARTMENT CALL CENTER
DIFFERENTIAL PAY – BARGAINING UNIT 04**

Established: 01/01/02

Revised: 10/31/19

CLASS TITLE	CLASS CODE	CB/ID	RATE	EARNINGS ID	DEPARTMENT
Accounting Technician	1741	R04	\$150 per pay period	8PT	Employment Development Department
Program Technician	9927				
Program Technician II	9928				
Program Technician III	9929				

CRITERIA

In recognition of the increased complexity and level of skill/knowledge required and the changes in technology, laws, and program requirements, employees in the above classes at the Employment Development Department in the Tax Branch and Unemployment Insurance Branch who perform at least 50 percent (50%) of their normal work duties in an automated call distribution center and/or public service counter involving response to the general public or customer client contacts relating to multiple programs and/or services of the department shall receive Pay Differential 254.

Program Technician, Program Technician II, Program Technician III in the Call Center Collection Division, Call Center, Field Audit Compliance Division and Customer Service Counters (Field Audit and Compliance Division) of the Tax Branch.

Accounting Technicians in the Call Center, Contribution Adjustment Group, Tax Processing and Accounting Division, Tax Branch and the Overpayments/1099 Group, Unemployment Insurance Branch.

Part-time and intermittent employees performing the duties described above shall receive the differential on a pro rata basis.

IF APPLICABLE, SHOULD PAY DIFFERENTIAL BE:

PRO RATED	Yes
SUBJECT TO QUALIFYING PAY PERIOD	No
ALL TIME BASES AND TENURE ELIGIBLE	Yes/No*
SUBJECT TO PERS DEDUCTION	Yes

INCLUSION IN RATE TO CALCULATE THE FOLLOWING BENEFIT PAY

OVERTIME	Yes
IDL	Yes
EIDL	Yes
NDI	Yes
LUMP SUM VACATION	Yes
LUMP SUM SICK	Yes
LUMP SUM EXTRA	Yes

*Retired Annuitants are not eligible unless appointed under Government Code section 21232.